
WLS Department Reports January 2015

CATALOGING SERVICES

Contact: Douglas Wray, Manager [231-3243]

Manager of Cataloging Services Douglas Wray and Spanish Language Cataloger Nancy Coradin attended the WLS Annual Meeting, where the WLS Trustees Award was given to Sue Feir, Director of the Hastings-on-Hudson Public Library, and Barbara Morrow, President of the Friends of the Hastings-on-Hudson Public Library. The keynote speaker Kerri Willette spoke about the first Empire State Digital Network of the Digital Public Library of America and how Westchester libraries could begin exploring how to contribute content. The Empire State Digital Network will offer a new environment for utilizing core cataloging skills to make newly digitized resources available to the public.

On November 25th, Mr. Wray gave a follow-up presentation to the WLS Board to his metrics-oriented presentation given in February 2014. He covered the results of his benchmark study on other public library systems' cataloging departments, including information on budgets, sizes of populations served, volume of work accomplished, and other categories, and finished by highlighting the areas where WLS Cataloging excels and distinguishes itself.

Three examples of original cataloging done by Mr. Wray recently:

The Barretts of Bedford: a History and Heritage / text by Joann Mackenzie, based on the research of Katharine Barrett Kelly; cover, graphics, and transcriptions by Kathleen Valentine
Local genealogy and history, written by a Westchester County resident; Cataloged for Bedford Free Library.

When Santa's Hat Fell from the Sky / by Liz Bryde; illustrated by Dara Oshin
A children's Christmas book which stresses the worth of kindness and generosity, written by a Larchmont resident; Cataloged for Larchmont Public Library.

Out of the Wilderness: the Emergence of Eastchester, Tuckahoe & Bronxville, NY, 1664-2014 / edited by Eloise Morgan
Generously illustrated local history; Cataloged for Eastchester Public Library.

Bilingual Story Times: Nancy Coradin, Spanish Language Cataloger, co-facilitated *Giving Thanks*, a bilingual story time at the Mount Vernon Public Library, with Rebecca Newman on November 24th and *Holiday Tales* on December 15th.

Outreach Services: Ms. Coradin contacted seven patrons to scheduled appointments with Spanish language translators to explain senior benefits at the Senior Benefits Information Centers (SBIC) in the member libraries.

On December 1st, Ms. Coradin headed the Westchester Librarians Serving Latinos Meeting at the White Plains Public Library. The guest speaker was Maria Vele, Nutrition Educator at the Cornell Cooperative Extension in Elmsford, NY. Ms. Vele can offer nutritional workshops at the libraries in English and Spanish.

Nine librarians attended from eight libraries: Greenburgh, Mount Kisco, Mamaroneck, Ossining, Peekskill (Field), Scarsdale, White Plains, and Yonkers (Riverfront).

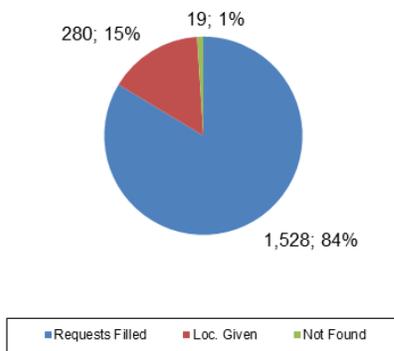
The Westchester Jewish Community Services invited Ms. Coradin to speak at the end-of-the-year Paren Child Home Program held at St. Gabriel’s Church in New Rochelle on December 4th. Ms. Coradin conducted a bilingual story time and discussed the wealth of resources and services available at the member libraries in multiple languages.

eCONTENT & RESOURCE SHARING SERVICES

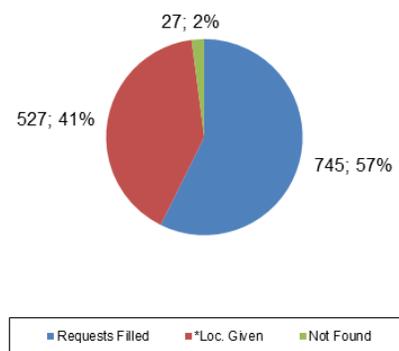
Contact: Hui Sheng, Manager [231-3258]

Interlibrary Loan (ILL) activity for the fourth quarter of 2014 shows an 8% increase in requests from WLS users, and a 9% increase in the fill-rate when compared to the same period in 2013. However, as requests received from non-WLS borrowers, including the three correctional facilities, decreased 17% , the grand total number of requests received, including WLS borrowing and lending, was down 3%; while the grand total fill-rate was up by 2%. Requests were 6% lower from the three correctional facilities, with a 6% decrease in fill-rate.

WLS as Borrower



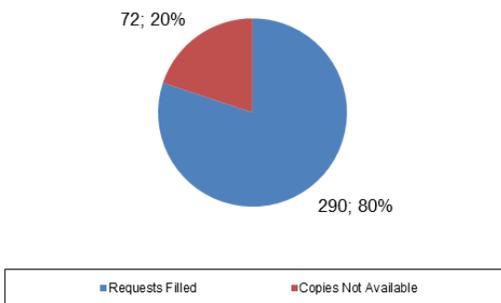
WLS as Lender



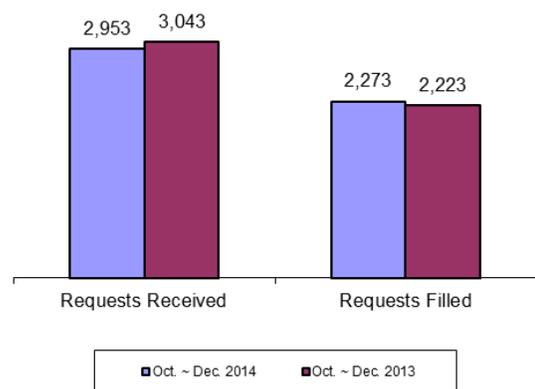
Total requests received from WLS members: **1,834**

Total requests received from non-WLS libraries; **1,119**; including the three Correctional Facilities

Correctional Facilities



Quarterly Comparison to Previous Year



Total requests received from the Correctional Facilities: **337**

PUBLIC INNOVATION AND ENGAGEMENT

Contact: *Elena Falcone, Director [231-3240]*

ADULT SERVICES OUTREACH**Westchester Seniors Out Speaking (WSOS)**

Target audience – seniors, low-income seniors

- The monthly education update meeting was held on December 15th at WLS. The session included: Medicare Rights Center on new benefits and challenges for 2015; Janet Lindau of the Westchester Residential Opportunity Program on senior housing; and Friedhilde Milburn of WestFair Rides on senior transportation services.
- WLS/WSOS hosted a meeting of the County's Medicare Collaborative, a learning community of service professionals focused on discussing topics related to Medicare access, appeals, and consumer education. Three Collaborative sessions are planned for 2015 with the aim of expanding participation among service providers that can support a more comprehensive, informed response to seniors on this critical topic.
- All Senior Benefit Information Center (SBIC) sites were especially active during the fall Medicare Open Enrollment period. The SBICs served 815 clients in the 4th quarter, bringing our total service volume to a record 1,596 counseling sessions. Over one-fifth of our clients provided information that identified them as low-income. Client satisfaction with this program, measured each quarter, was high: from 70-100% of clients completed our surveys at each site, a majority scored the service as very useful (site responses ranged from 88%-100%). A majority of respondents at each site indicated they had learned how to save money and improve health insurance coverage, and had learned more about benefits available to them. Also in the 4th quarter, 76 Medicare Minutes were delivered with an aggregate attendance of 3,722; over 25 special education presentations (e.g., Demystifying Medicare, Medicare Basics) engaged close to 800 participants.

TASC Connect!

Target audience – low-literate adults

- Program developer Robin Osborne represented WLS in a Westchester Building Futures Education Subcommittee to support foster kids aging out of care. The sub-committee will submit recommendations for a grant initiative to support a pilot program based on the TASC Connect! library model to support academic and career planning for their target group.
- Outreach to local groups was done by Lisa Kahn in Mount Kisco (Neighbor's Link) and Mount Vernon (Empowerment Center).
- The [December TASC Connect! newsletter](#) marks the beginning of a push to make sure test takers are aware that their prior "GED" scores will finally expire at the end of 2015. As has been seen in prior issues, the newsletter also flags tips from program participants that have passed the test. (Kudos to Lisa Kahn for her work on this informative, monthly tool for student education and encouragement.)
- Ready for 2015, a new record keeping system is being formally implemented to track student attendance and progress.
- During the 4th quarter, TASC Connect!'s tutors provided 273 hours of service across six sites and 473 counseling sessions – a busy season, despite being closed for two weeks over the holidays. Several of our students passed the test taken in the fall (but didn't find out until late November).

AARP Foundation Project

Target audience – low-income older adults

Work has begun under the AARP Foundation grant directed toward providing an integrated service for older adults seeking information on essential local, state and federal benefits and training programs. WLS will explore and pilot strategies within a cooperative library system for delivering benefits counseling services primarily to a low-income population aged 50-64 (i.e., the population not now served by the SBICs). Melissa Richardson, a recent MLS graduate of the University of Buffalo, has been hired as a Program Coordinator for the duration of the grant. The New Rochelle Public Library has agreed to be a host site for the initial service launch. Outreach will also be done in the surrounding communities, and training on several resources being made available by AARP Foundation will be offered to library staff.

CORRECTIONAL FACILITIES OUTREACH / Target audience – inmates and those on parole

Over 500 books and a number of holiday gift items were collected from member libraries in response to a holiday donation request from the Westchester Independent Living Center in fellowship with the Family Justice Center and the YMCA's Children's Center. The Family Justice Center offers resources for children and more frequently than not their mothers who are victims of Domestic Violence (DV). They also have a children-friendly waiting space that has been set up similar to a daycare for children waiting for their parent(s) while they are in DV court.

ADULT SERVICES SUPPORT

In January, Colette Phipps, a Research Analyst representing the County's Caregiver Support Program, provided a review of the program for adult services staff. The program recruits volunteers to provide support and assistance through task-sharing (and information and referral) that supports older adults wishing to age in their own homes.

YOUTH SERVICES OUTREACH

Target audience – children, teens and parents county-wide, special needs children

College for a Day Program: Working with the Great Potential Program of SUNY Purchase, an organization partner, the Youth Connections Coordinator assisted the Great Potential staff in planning and implementing its annual *College for a Day Program* for middle school students. The event, held in November, provided early college exposure to 70 middle school students from schools in the communities of Greenburgh, New Rochelle, Peekskill and White Plains. Participants toured the campus and had the opportunity to speak not only with faculty staff about college majors and college expectations but also with Purchase College undergraduate students about college life.

For the first time, the day also included a special hands-on science themed activity in collaboration with Purchase College's Natural Science Department. Working with college students majoring in science, the middle-schoolers learned about DNA and how it is used in careers in the field of criminal justice. They conducted experiments using different fruits and vegetables, shampoos and other experimental variables, including iodized vs. non-iodized salt and bottled vs. tap water to demonstrate DNA isolation and extraction.

The middle school students surveyed indicated they especially enjoyed the DNA science experience and eating in the campus dining hall. Further, they stated the interaction with college student science majors inspired and encouraged them to want to learn more about science and careers that use science.

After School Buddy Project. In an earlier report, it was noted that the YC Coordinator was developing a short Buddy Project to test a possible model to include trained teen "graduates" from the Learning Ambassador Program (WLS's youth employment initiative) in providing after school programming for children. The project, piloted during the months of November and December, operated at six libraries (Mount Kisco, Mount Vernon, Peekskill (Field), Tarrytown (Warner), Tuckahoe and the Yonkers Will Branch). The 11 former Ambassadors (1 college and 10 high school students) recruited to serve as Buddies were able

to engage a combined total of over 80 elementary school children in a range of individual and small group literacy reinforcement activities (such as reading books and online stories, playing educational games, and doing homework).

Based on their observations, both the YC Coordinator and the librarians felt that the children seemed to enjoy their interactions with their teen Buddies. Feedback received from participants about the Buddy project was positive. Parents of the children commented that having a free, after school program which provided older youth to work with their children was appreciated. They felt their children benefited from the extra and more personalized attention received. One parent with three children who participated in the program is quoted as saying, "Usually I have to beg them (her children) to finish their homework, but here (at the library) they readily do their homework and don't even want to go home!" The teens reported that they felt their participation in the program benefited them in many ways. Examples given included the enhancement of their confidence and job skills as well as gaining a better idea whether working with children would be a career area they might want to pursue. Further, the teens expressed that they were particularly proud of the fact that they had a positive impact on the children and were able to build a regular following that looked forward to "Buddy" time. They received a great deal of satisfaction from watching the children blossom and become more eager to learn as a result of the Buddy activities.

The consensus of the feedback received was that having a cadre of trained teens available to work with and to facilitate the learning of children is a beneficial service for libraries to offer. The Librarians advised that if there were funds to support such a program, they would want their libraries to participate.

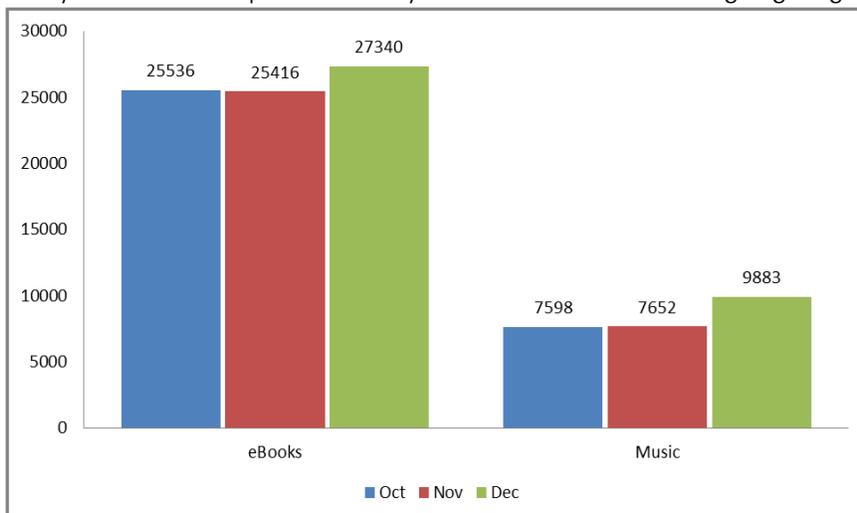
YOUTH SERVICES (YS) SUPPORT / Target audience – youth county-wide

- The annual "Books to Share – Teen" and "Books to Share – Children" meetings were led by Anne Quick and Tricia Sabini. With this series, the Books to Share Meetings have been recast to focus more on a discussion of the merits of the year's titles and their use in programming.
- The WLS/WLA Mock Awards were held on January 15th at the White Plains Public Library. The event was attended by more than 50 people from school, public, academic and special libraries and the book publishing industry. It provides this diverse group with an opportunity to engage in small groups for an in-depth discussion of titles that they believe should win the Newberry, Caldecott, and Printz Awards.

INFORMATION TECHNOLOGY (IT)

Contact: Rob Caluori, Director [231-8642]

The chart below shows the monthly total checkouts for eBooks and Music from the last quarter of 2014. Every December a spike in activity occurs as a result of the gift-giving season. The December usage



represents a 7.5% spike in eBooks use and a 29% increase in Music use from the previous month. It is clear that Westchester residents turn, at least in part, to their public libraries as a source of content for their new media devices. The eBook circulations are a combined total from OverDrive, OneClickDigital and Freeding. The music circulations are from Freegal Music. The increase in eBook circulation was limited due to the licensing restrictions on OverDrive.

The Desktop Virtualization pilot project has experienced a few setbacks but is progressing. The delays have mainly been due to backorder and shipping delays from Cisco as well as finalizing licensing agreements with Microsoft. Wilson Arana has been working with the vendors who have been very helpful in expediting where possible and being flexible when needed. The environment is now scheduled to be up and running by the end of January with a roll out to pilot sites, including WLS Headquarters, in February.

The start of a new year also marks the beginning of a new cycle of electronic content subscriptions. This new cycle saw the launch of new services including Lynda.com, University of Fashion and Flipster. Lynda.com is a website of professionally developed training videos on topics ranging from computer programming, graphic design and soft skills. University of Fashion brings together the best fashion industry professionals to create lessons that inspire and educate students, teachers, home sewers and the fashion curious. Flipster provides access to digital editions of popular magazines such as *Car & Driver*, *Dwell*, *Ebony*, *Entertainment Weekly*, *Food Network Magazine*, *InStyle*, *Kiplinger's Personal Finance*, *People*, *People en Español*, *Prevention*, *Rolling Stone*, *Sports Illustrated* and *Time*. All of these new services are currently available through the WLS website, which were made available through the work of WLS Website Developer Mike Jones.

The IT Department also welcomed a new employee this month. Emil Gasanov joins the team as a part-time support technician working the night and weekend shifts previously worked by Ryan Smith, who left WLS to take a full-time position in the IT Department at Ramapo-Catskill Library System.

Rob Caluori will be presenting a reprise of his Makerspace technology presentation from the last WLS Trustee Institute at the annual meeting of the Katonah Public Library on January 26th.

WLS continues to support libraries with digital signage technology at their locations. Scarsdale Public Library most recently installed a two display system to show content at their main entrance and circulation desks.

WEBS

Contact: Elaine Sozzi, Director [231-3239]

This year WEBS will celebrate its 35th Anniversary! When it was initiated through a Kellogg grant in 1980, no one would have ever predicted its longevity and popularity. It has thrived through the years becoming known as the "free outplacement service for Westchester," and today it continues to meet the needs of adults in career transition. Over 40,000 attendees have profited from the career guidance offered by WEBS during periods of great economic upheaval and career instability. They have gathered the tools of career self-management, regained job security and embarked on exciting new ventures. WLS can be proud of the contribution that libraries have made in the vital area of workforce development through the WEBS program and other initiatives.

In addition to serving a significant number of adults, WEBS has become a model of a comprehensive career counseling service that has advised, supported and empowered clients over the life span in an efficient and convenient manner right in their own community. We have developed and offered programs for distinctly different populations including:

- Teens and young adults who need strategies for assessing themselves and exploring career directions as they enter an unfamiliar world of work.
- Mid-career adults who have lost or are dissatisfied with their careers and suffered a blow to their self-esteem and identity in the process.
- Older workers whose jobs have been cut unexpectedly leaving them without the financial resources to carry them into their later years. Many face age discrimination and other obstacles to reemployment.

Plans for 2015 are being developed with the goal of offering targeted programs to the populations mentioned above and emphasizing the development of skills in the use of technology and social networking

to advance one's career. Clients will be encouraged to develop an online presence by detailing their skills and experience on LinkedIn and Twitter.

Registration has now started for the winter career seminars at the libraries in New Rochelle, Yonkers, White Plains, Ossining and Chappaqua. People on waiting lists from the previous cycle have been contacted, and a good response has been received to our recent publicity campaign for new applicants. In addition to the eight-week seminars, the weekly individual counseling programs have resumed at the Yonkers Will and Mount Vernon libraries.

For the past several years WEBS has offered an increasing number of short-term workshops on a variety of career-related topics. The popularity and demand for these programs has grown significantly and they have become a staple of our regular programming. In 2014 we offered 35 workshops with the most requested topics being LinkedIn, latest resume trends, salary negotiation and second act careers. Directors are now contacting us to schedule 2015 programs on topics they feel would be of benefit to their populations. A new workshop called "Smart Strategies for Older Job Seekers" is currently in development. WEBS will also offer professional development programs for librarians and counselors.

In December WEBS Director Elaine Sozzi attended the PLDA luncheon at the Eastchester Public Library. This month she met with WEBS counselor Elaine Dreyer to discuss new program development and will take part in a meeting of the Westchester/Putnam Workforce Investment Board.